



County of Los Angeles CHIEF EXECUTIVE OFFICE

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WILLIAM T FUJIOKA
Chief Executive Officer

March 9, 2009

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TO: Supervisor Don Knabe, Chairman
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FROM: William T Fujioka
Chief Executive Officer

DPSS CUSTOMER SERVICE CENTER WON BEST OF CALIFORNIA AWARD

The Department of Public Social Services (DPSS) implemented the County's first Customer Service Center (CSC) that serves participants from three district offices containing a combined caseload in excess of 140,000 cases. The CSC is a hybrid call center with a centralized case management component that enhances delivery of services to participants through a single point of contact. The tremendous effort that was invested into making the CSC a success was realized through the support of DPSS employees, Board of Supervisors, Chief Executive Office, County Departments, and community advocate groups. As a result, the CSC won the "Best Application Serving the Public Award," at the 2008 Best of California Awards. It received this recognition by demonstrating its effective use of advance technologies and innovation to better serve our participants.

Hosted by the Center for Digital Government, the Best of California Awards program acknowledges Information Technology professionals in State, local, and educational organizations for contributions that demonstrate creativity, innovation, and/or hard work. The CSC was selected for this award by an Evaluation Committee comprised of subject matter experts, who evaluated 117 other projects nominated for consideration.

"To Enrich Lives Through Effective And Caring Service"

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On December 3, 2008, DPSS attended the Best of California event in Sacramento, where DPSS' CSC was recognized in front of many State and local officials, including representatives from the Governor's office. The Chief Executive Office would like to recognize this great accomplishment and we are pleased to share this news with your Board.

WTF:SRH:MS
JB:cvb

c: Executive Officer, Board of Supervisors
 Director, Department of Public Social Services

DPSS CSS Won Best of CA Award.doc